

Focus

A Newsletter for Customers of the GSA
Public Buildings Service, Mid-Atlantic Region

Winter 2006



Barbara L. Shelton Returns as GSA Mid-Atlantic Regional Administrator

In late December, Barbara L. Shelton returned to her position as Regional Administrator of GSA's Mid-Atlantic Region after a one-year detail in Washington, D.C., where she served as the Acting Commissioner of GSA's

Federal Acquisition Service (FAS). During that time, she was instrumental in enabling the transition of GSA's Federal Technology Service (FTS) and the Federal Supply Service (FSS) into the new FAS.

"Barbara has put her heart and soul into the work done to establish the Federal Acquisition Service," said GSA Acting Administrator David L. Bibb. "She helped create an improved organization by stepping into a very challenging role that allows our GSA associates to do an even better job

for the taxpayer. Barbara has gone well beyond the call of duty helping to develop the new FAS, while also directing the operations of two major GSA Services, FTS and FSS. GSA is fortunate that she will continue to serve as Regional

Administrator and as a member of its executive management team as it tackles new challenges and provides continued service to its federal customers."

Barbara is looking forward to a new set of endeavors in 2006. "I am excited about the prospects that lie ahead for GSA," said Shelton. "I am grateful for the opportunity to have been a part

of creating a new service division at the grass roots level and am happy to be working again with our dedicated GSA associates in the Mid-Atlantic Region." □



Barbara L. Shelton, Regional Administrator, GSA Mid-Atlantic Region

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Regional Administrator
GSA Mid-Atlantic Region

Linda C. Chero
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GSA Mid-Atlantic Region

From the Desk of the ARA...

The 2005 hurricane season resulted in one of the worst natural disasters our country has ever experienced. The devastation spanned two GSA regions: 200 miles wide, as far west as Louisiana, as far east as Florida, and as far north as Kentucky. Many federal employees, including a number of our GSA associates, are among the countless people who are now struggling to rebuild their lives and their homes. Many of our federal customers were left without functional space to accomplish their missions. It is a testament to the design and construction of our federal facilities that our federally owned properties sustained limited damage. Our leased inventory didn't fare as well, with damages ranging from minor repairs to total losses.

GSA associates pride themselves in being mission enablers, providing the workspace needed by federal agencies to accomplish their missions. This disaster challenged us at the core of our mission in unprecedented ways. The response and recovery have been difficult for so many, but GSA employees across the nation have worked tirelessly to provide critical support to our federal customers and the citizens they serve, restoring the operations of our building inventory and our federal customers.

Teams of experienced GSA property managers, realty specialists, contracting officers, engineers, and environmental, telecommunication, and supply specialists from across the nation were deployed to the affected areas. GSA's Mid-Atlantic Region deployed 25 volunteers, including 15 Public Buildings Service associates. Our PBS

volunteers worked with our federal customers to find replacement office space, procure trailers and lease land to place them, arrange for alternative space options including hoteling, and transport vital records. Our professionals who remained behind efficiently managed the extra day-to-day workload. GSA's Federal Acquisition Service also provided an extensive variety of supplies and services to field operations, including 35 million ready-to-eat meals;

400,000 gallons of jet fuel, unleaded and diesel gasoline; 863 rental cars, 263 ambulances, and 30 all-terrain vehicles; 15 mobile kitchens, each capable of feeding 1,000 people each day; hundreds of pallets of ice; and 25,000 cases of diapers.

The devastation significantly impacted the operations of approximately 2,600 employees in 28 federal agencies.



Leased office for the Bureau of Alcohol, Tobacco, Firearms and Explosives in Gulfport, Mississippi, shows the effects of Hurricane Katrina.

Federal operations in all impacted agencies have since been restored. There is no doubt this recovery effort will challenge the nation for some time to come. Through it all, we'll remain focused on our mission and steadfast in our underlying approach—we continue to do our job, and do it well, so that others in the federal community will be able to do theirs. □

*Rob Hewell
Acting Assistant Regional Administrator
Public Buildings Service
Mid-Atlantic Region*

Federal Child Care Center in Baltimore Receives Accreditation

The National Association for the Education of Young Children (NAEYC) recently granted accreditation to the Fallon Federal Child Care Center, located at the Arena Complex, 200 W. Lombard Street, in Baltimore, Maryland. This accreditation recognizes the center's excellence in delivering developmentally appropriate child care services. In operation for 16 years, the center currently cares for 38 children, ages two through five. This center serves federal employees working at the George H. Fallon Federal Building and the local community in Baltimore.

NAEYC accreditation is designed to set professional standards for early childhood education and to help families identify high-quality child care programs. Accreditation of this center demonstrates GSA's commitment to provide quality child care as an important component of a quality work environment.

Future plans include the relocation of the center into the federal building and expansion of services to include care for infants and young toddlers.



Children enjoy sharing stories at the Fallon Federal Child Care Center in Baltimore.

For more information about the GSA Child Care Program, please visit our website at www.gsa.gov/childcare or contact GSA Mid-Atlantic Region Child Care Coordinator **Robyn Major** at robyn.major@gsa.gov or (215) 446-2893. To learn more about the Fallon Federal Child Care Center and enrollment opportunities, please contact Center Director **Melanie Kress** at (410) 962-2072. □

GSA Mid-Atlantic Region to Review Unspent RWA Funds

During a recent audit of GSA financial statements, Price Waterhouse Cooper raised a number of concerns regarding the volume of unspent balances on Reimbursable Work Authorizations (RWAs). In response to the audit, and to ensure the timely expenditure of your RWA funds, GSA Mid-Atlantic Region will be instituting reviews of both old and new RWAs. Our purpose is to ensure a valid need still exists and adequate progress is

being made towards awarding the requested work. In some instances, reviews may result in the return of unspent funds to your agency. GSA will contact agencies before any funds are returned. Please contact GSA Lead Budget Analyst **Sean McWilliams** at sean.mcwilliams@gsa.gov or (215) 446-2848 with any questions regarding this new procedure. □

REIMBURSABLE WORK AUTHORIZATION (See instructions on Page 3)				1. DATE OF REQUEST	2. RWA/INTERAGENCY AGREEMENT NO. (GSA Use Only)
3A. AGENCY/CUSTOMER BUSINESS PARTNER NETWORK/DATA UNIVERSAL NUMBERING SYSTEM NUMBER		3B. AGENCY/CUSTOMER ORDER NUMBER		4. WORK SITE	
5. NAME OF AGENCY					
6A. AGENCY CONTACT NAME					
6B. CONTACT'S TELEPHONE NO.	AREA CODE	PHONE NUMBER	EXT.		
6C. CONTACT'S E-MAIL				6E. CONTACT'S ADDRESS	

Ask a RAM

In November 2005, GSA issued policy and solicitation language to implement the Interagency Security Committee's (ISC) Security Standards for Leased Space. Our Regional Account Managers (RAMs) have been getting quite a few questions on the subject. We've highlighted one of those inquiries below...

QUESTION:

What effect will the new ISC standards have on our lease locations?

– *Liz Fox*
Field Services Team Leader
Social Security Administration

ANSWER:

The 1995 bombing of the Alfred P. Murrah Federal Building in Oklahoma City changed the way the government looks at security in its buildings. In addition to the Justice Department's *Vulnerability Assessment of Federal Buildings* that same year, the government responded with Executive Order 12977, which created the Interagency Security Committee (ISC), composed of 21 federal agencies including GSA, "to establish policies for security in and protection of federal facilities."

The ISC produced the *Security Design Criteria for New Federal Office Buildings and Major Modernization Projects* in 2001. This was subsequently re-issued in September 2004. The *Design Criteria* sets out the security requirements for federal construction.

With the *Design Criteria* providing a model for new federal buildings, it soon became clear to GSA that security standards were needed for our leased facilities—standards that take into consideration both a client agency's risk profile and product availability in the marketplace. GSA initiated a subcommittee within the ISC, composed of representatives from the Department of Homeland Security's Federal Protective Service (FPS), Department of Defense, Internal Revenue Service, Social Security Administration, Department of Health and Human Services, Department of Transportation, and the Courts. The subcommittee devoted more than two years to developing lease security standards, obtaining the perspective and input of the larger federal government, commercial building owners and managers. As a result, in February 2005, the ISC formally issued the *Security Standards in Leased Space*.

To implement these standards, PBS has prepared new language to be included in our solicitations and has provided our realty professionals with instructions for incorporating the standards into our procurement and business models.

The ISC standards provide a consistent and considered level of security to federal tenants in leased space. This level of security is commensurate with the tenant agency's mission-specific risk and vulnerability, as well as conditions in the market. Setting the appropriate level of security for a client agency begins at the initial requirements development phase of the procurement.

When GSA receives a space request from a client, we will facilitate a meeting with the client and FPS. FPS conducts a security evaluation for the client, and the client and FPS will jointly set the appropriate level of security that will guide the procurement from the market survey through to occupancy. The ISC requirements at each level are minimums, but any agency may elect a higher level designation, or select certain elements from a higher level for incorporation into their program. For example, a Level II occupancy such as a field office may decide guard service and magnetometers are appropriate because of their location and/or the business they will be conducting.

The ISC Standards are categorized into four levels based upon inputs such as client mission, size of the space requirement, number of employees and use of the space. Additionally, GSA will provide current market and real estate information for consideration by FPS and the client agency. The goal is to develop a meaningful, substantiated program of security requirements.

Each standard requires progressively more stringent security measures, ranging from secured utility areas and window glazing at the low end, to full building control that includes the right to inspect, deny, and remove occupants, visitors and vehicles. For instance, a Level I or II designation may need no more than adequate lighting, emergency power, shatter-resistant windows, and controlled access to utility areas and the roof. A Level IV designation, by comparison, will have additional requirements for control over public areas, guard service, surveillance and intrusion detection systems, inaccessible air intakes, and dedicated heating, ventilating, and air conditioning.

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Ask a RAM

continued from page 4

This table shows the minimum requirements for security Levels I through IV:

ISC LEASE SECURITY	Level I	Level II	Level III	Level IV
MINIMUM STANDARDS	Typically... Low volume of public contact 10 or fewer personnel less than 2,500 RSF	Typically... Moderate volume of public contact, and federal activities that are routine in nature, similar to commercial activities 11 - 150 personnel 2,500 - 80,000 RSF	Typically... Moderate-to-high volume public contact, and tenant agencies that may include law enforcement agencies and functions, and government records and archives. 151 - 450 personnel 80,000 - 150,000 RSF	Typically... High-volume public contact, and tenant agencies that may include high risk law enforcement, courts, judicial offices, and highly sensitive government documents. 450+ personnel 150,000+ RSF
Perimeter	Reserved gov't parking Lighting (exterior)	Level I Plus... Window Film	Level II Plus... Secured gov't parking	Level III Plus... Closed Circuit TV Security Control (right to inspect, deny, remove)
Entry	Locks	Same as Level I	Level I Plus... Intrusion Detection Systems	Level III Plus... Guards Magnetometers X-rays
Interior	Secured utility areas Emergency power Secured mechanical & roof Restrict building information Non-disclosure of tenants Shutdown procedures	Same as Level I	Level I Plus... Relocate or secure air intakes, Secured return air	Level III Plus... Dedicated HVAC for lobbies, mailrooms, & loading docks, Fire alarm with voice communications, Visitor control, Gov't approved ID
Administrative	Occupancy Emergency Plan Background checks	Same as Level I	Same as Level I	Same as Level I
Build-to-Suit	20-foot setback	Level I Plus... Blast-resistant façade ISC Security Design Criteria	Same as Level II	Level II Plus... 50-foot setback

Once a level of security has been set by the client agency and FPS, the GSA realty specialist will conduct a market survey to identify all potential offerors. The solicitation for offers will include specific paragraphs for each required security standard.

The standards are not intended to force location decisions contrary to the mission requirements of the client agency. Furthermore, they do not preclude leasing in central business areas, nor do they forbid a retail presence in GSA leased buildings.

The ISC recognizes that not all standards are achievable in all markets, and they allow for alternative risk mitigation strategies in the event no market solution is available. Preliminary indications of such a situation would emerge during the market survey where GSA and the client agency visit and evaluate potential buildings and sites. The market survey may reveal new information that could be incorporated into a revision of the original security level designation, or the client may be advised to broaden the procurement's delineated area in an effort to include a larger pool of offers.

GSA is committed to achieving the highest levels of customer service for our client agencies. We will continue to delve deeply into understanding the business of our clients, their preferences, their constraints, and what they need from GSA to be successful. A thoughtfully prepared program of security requirements is now part of the mix of inputs that GSA uses to procure the best possible workplace for our clients at the best possible value for the taxpayer.

Please visit the "Security Standards for Leased Buildings" section of our website at www.gsa.gov/leasing for more information on lease security standards.

Our RAMs always welcome your questions and are committed to responding in a timely manner. You can submit a question for potential inclusion in *Focus* by writing us at r3.custserv@gsa.gov or by contacting one of our RAMs. We look forward to hearing from you! □

PBS Regional Account Managers

Peggy Murr	peggy.murr@gsa.gov	(215) 446-2888
Pat Zucca	pat.zucca@gsa.gov	(215) 446-2889
John Singleton	john.singleton@gsa.gov	(215) 446-4496

New Tool for Estimating Overtime Utilities



At the beginning of each fiscal year, GSA works with our clients to estimate their overtime utility needs for the coming year. The methods used to estimate overtime utility costs and usage often vary among GSA offices nationwide. To improve consistency in our business operations, GSA has

developed a new Overtime Utilities Estimating Tool for use in all GSA offices. GSA is currently phasing implementation of the estimating tool in our offices across the nation. By fiscal year 2007, all overtime utility estimates will be generated using the new tool.

GSA provides 10 hours of utility service per day, Monday through Friday, in most of our federally owned buildings. This provision may also be included in lease contacts. A Reimbursable Work Authorization (RWA) is required from agencies needing utilities for more than 10 hours per day, or on weekends and holidays. Overtime utility estimates are based on service dates and hours, the square footage of the area requiring overtime utilities, and the projected kilowatt cost per hour. The overtime square footage used refers to the

amount of area that needs to be cooled or heated to accommodate the overtime utility request. This may be more than the actual square footage requested by the agency. Utility costs are based on the usage rate (kilowatt hour rate) and the demand charge. In most cases, a demand charge would only be applicable for 24-hour operations.

Overtime utility estimates cover not only the actual costs of the utilities used, including gas, electric, oil, or water, but also the costs for increased maintenance and operation of the equipment used. The tool can be used to capture the costs of overtime janitorial services, elevator operators, mechanics and other laborers, as well as to prepare estimates for agencies participating in the Renewable Energy Certificates (REC) program. Sub-metered utilities are also estimated using the new tool.

A \$100 overhead fee will be applied to all overtime utility requests. If an agency combines more than one overtime utility request into a single estimate, the overhead charge will be adjusted accordingly.

GSA is committed to ensuring consistency in our operations, business practices and client interactions. If you have any questions or concerns regarding this new process, please contact your Regional Account Manager or **Patrick Fee**, Director of the GSA Building Operations and Maintenance Division, at patrick.fee@gsa.gov or (202) 501-0038. □

GSA Public Buildings Service Regional Account Managers

Agency	Account Manager	Telephone
Department of Homeland Security Department of Justice Department of Transportation	Peggy Murr	(215) 446-2888
Congress Department of Agriculture Department of Defense Department of Energy Department of Interior Judiciary U.S. Postal Service	John Singleton	(215) 446-4496
Commerce Department Department of Education Department of Health and Human Services Department of Labor Department of Veterans' Affairs Housing and Urban Development Small Business Administration Social Security Administration Treasury Department All Others	Pat Zucca	(215) 446-2889
	Marilyn O'Hara	(215) 446-2886

Preparation Under Way for 2006 Tenant Satisfaction Survey



We're in the midst of planning and preparing for the 2006 Public Buildings Service Tenant Satisfaction Survey in select GSA owned and leased buildings across the nation. We will be soliciting tenant feedback on issues related to your workspace in buildings new to our inventory, as well as in buildings last surveyed in 2003. To find out if tenants in your building are scheduled to be surveyed this year, please visit www.gsa.gov/midatlanticsurvey and click the link under "Buildings Survey and Related Information."

The survey is administered in association with the Gallup Organization, who provides expertise in survey methodology, internal controls and analysis of the results. The confidentiality of your feedback is maintained throughout, though we ask you to name your agency so that we can identify common agency concerns across buildings.

Should you receive a survey, please take a few moments to let us know how well your workspace works for you. Thank you in advance for your time and feedback! □

Working Together to Conserve Energy

With another cold winter season at hand, GSA is implementing additional energy conservation efforts to reduce the government's overall energy consumption and help ensure fuel is available to the Gulf Coast for hurricane recovery and rebuilding efforts.

On September 26, 2005, the President issued a Directive to all federal agencies "to take appropriate actions to... conserve fuel so we can reduce overall demand and allow extra supplies to be directed towards the hurricane relief effort." As your workplace solutions provider, GSA is taking action to ensure GSA managed facilities conserve as much energy as possible while minimizing the impact on your agency's mission and daily functions. These actions may include such efforts as optimizing mechanical operations, funding quick-impact retrofit projects, and reducing hallway and common space lighting levels. You may not notice these measures, but they will have a real impact.

In addition to the efforts that GSA is taking to reduce energy consumption in our buildings, GSA field offices are available to work with you to identify energy saving

practices your agency can employ, should you choose to do so. Doing one or more of the following will help conserve energy in your office:

- **Reduce use of personal appliances and refrigerators**
- **Turn off computers and office equipment at the end of the workday**
- **Reduce lighting levels where possible**

GSA representatives will work with you on a customer-by-customer and building-by-building basis to identify specific, local conservation methods. If you have any questions regarding GSA's efforts to reduce energy in your building, please feel free to contact your local GSA property manager.

For a listing of field office contacts in the GSA Mid-Atlantic Region, please visit www.gsa.gov/midatlantic and click on "Publications Library" on the left, then scroll down to "Mid-Atlantic PBS Field Office Listing." □